

RC Claim Assist

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Provider Outreach

- Blue Cross Blue Shield of Michigan and Blue Care Network are working together with RJ Health Systems to offer a comprehensive resource to assist you and our provider network with billing medical drug claims.
- Billing at the National Drug Code level is becoming more of a standard in the health care system so we want to make this process more manageable for you. We're introducing **RC Claim Assist**, a web-based, easy-to-use resource for correctly billing National Drug Code units for medical drug HCPCS/CPT codes.

Benefits:

- A comprehensive crosswalk of HCPCS/CPT drug codes, product names and NDCs
- Complete drug information on package-size billable units and reference pricing

Use this tool:

- As a general reference only, along with other sources such as an applicable fee schedule
- To review data within the tool, which are real time and not date-of-service specific

Do not use this tool:

- To reflect any benefit, payment or medical policy

Registering/Logging into RC Claim Assist

Accessing the RC Claim Assist tool:

1. Visit **ereferrals.bcbsm.com** and click *BCN* at the top.
2. Under the BCN Authorizations/Referrals section, click *Medical Benefit Drugs – Pharmacy*.
3. Under the heading “Billing/pricing information – for BCN commercial members only,” click *RC Claim Assist log-in*.

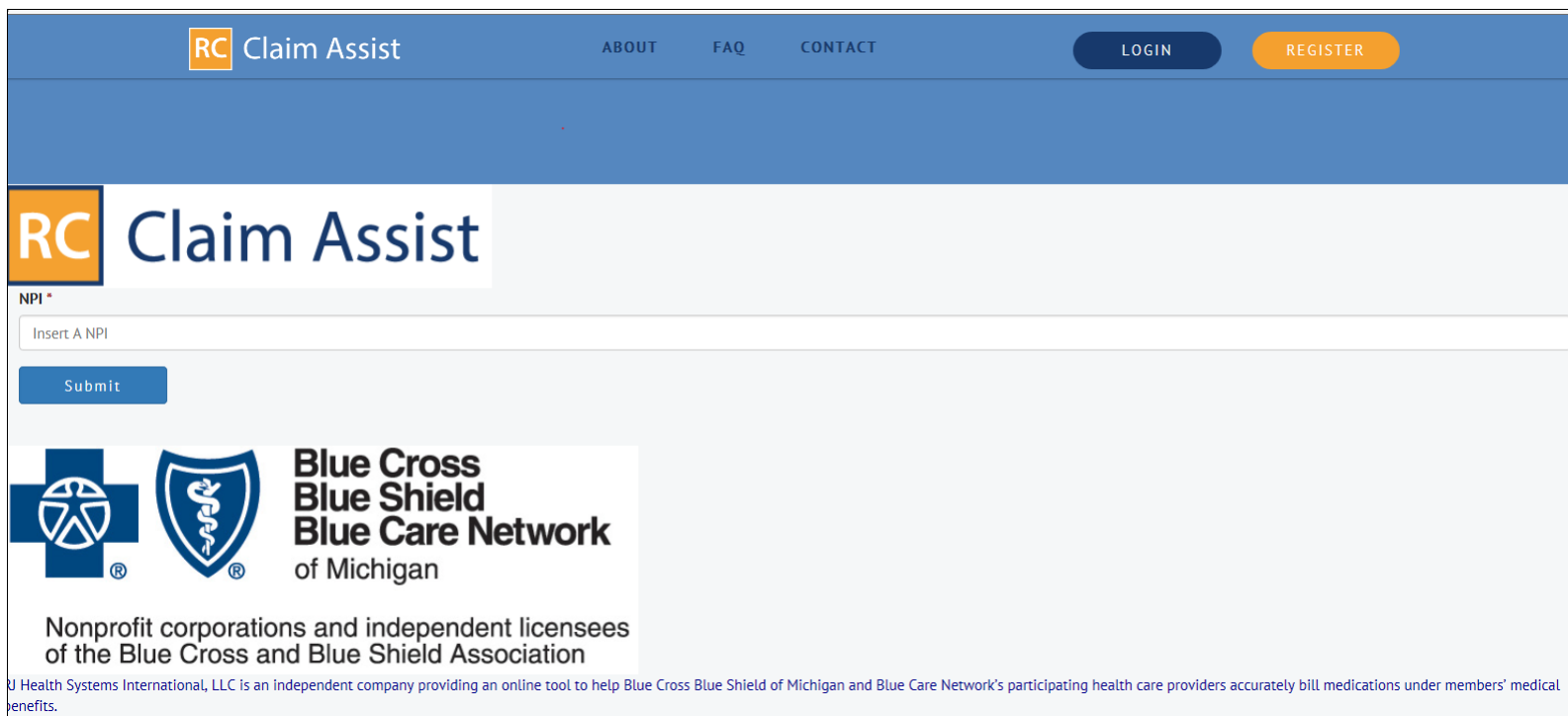
Note: First-time users will have to register to obtain their log-in information.

The screenshot shows the homepage of the e-referral system. At the top, there is a navigation bar with 'HOME', 'BCN', and 'BLUE CROSS' links. The 'BCN' link is highlighted with a red box and labeled '1.'. Below the navigation bar, there is a 'LOGIN' button and a section titled 'Drugs Covered Under the Medical Benefit'. In the left sidebar, there is a section titled 'e-referral Resources' and another titled 'BCN Authorizations / Referrals'. The 'Medical Benefit Drugs – Pharmacy' link in the 'BCN Authorizations / Referrals' section is highlighted with a red box and labeled '2.'.

The screenshot shows the 'BCN Authorizations / Referrals' page. The 'Medical Benefit Drugs – Pharmacy' link is highlighted with a red box and labeled '3.'. Below it, there is a section titled 'Billing/pricing information - for BCN commercial members only' which is also highlighted with a red box and labeled '3.'. This section contains the link 'RC Claim Assist log-in* - tool to help you identify the correct National Drug Code to bill along with the correct NDC billable units and NDC unit of measure'.

Registering for RC Claim Assist

First-time users, enter your NPI in the box shown below and click *Submit*.

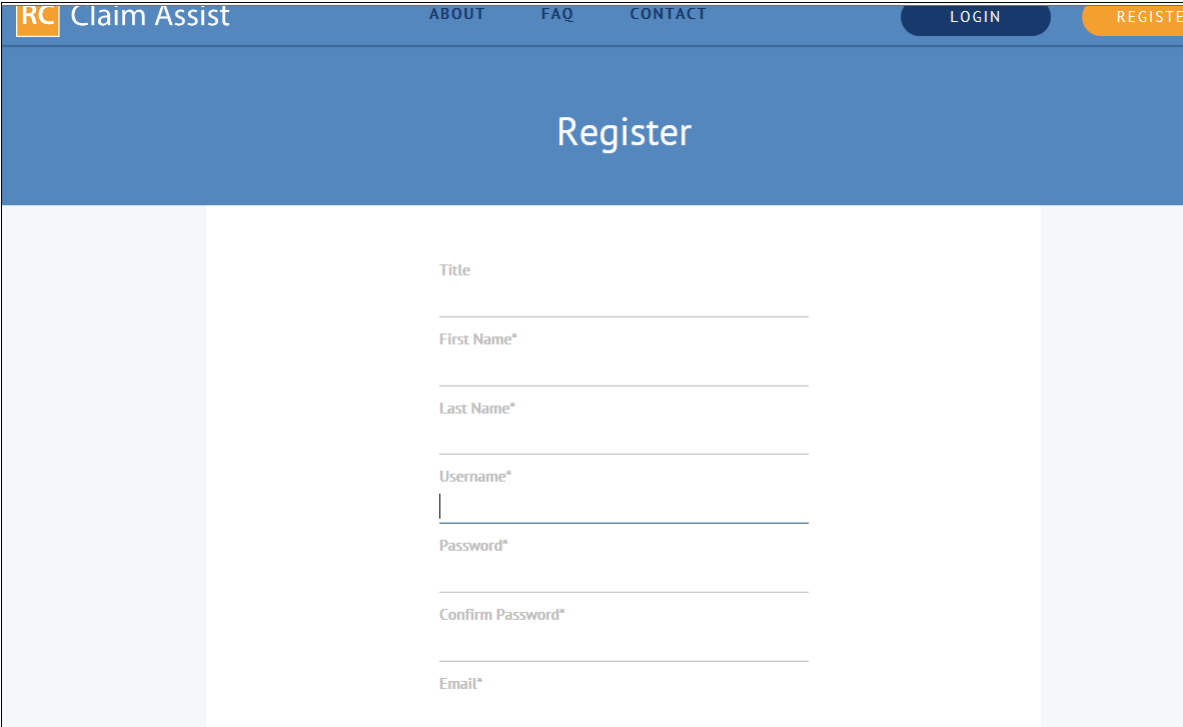


The screenshot shows the RC Claim Assist registration page. At the top, there is a navigation bar with the "RC Claim Assist" logo on the left and "ABOUT", "FAQ", and "CONTACT" links in the center. On the right side of the navigation bar are "LOGIN" and "REGISTER" buttons. Below the navigation bar, the "RC Claim Assist" logo is prominently displayed. Underneath the logo, there is a section for NPI registration. It starts with the label "NPI*" followed by a text input field containing the placeholder text "Insert A NPI". Below the input field is a blue "Submit" button. At the bottom of the registration section, there is a logo for the Blue Cross Blue Shield Blue Care Network of Michigan, which includes the Blue Cross and Blue Shield symbols and the text "Blue Cross Blue Shield Blue Care Network of Michigan". Below the logo, it states "Nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association". At the very bottom of the page, there is a small disclaimer: "Health Systems International, LLC is an independent company providing an online tool to help Blue Cross Blue Shield of Michigan and Blue Care Network's participating health care providers accurately bill medications under members' medical benefits."

Registering for RC Claim Assist

Complete the registration form.

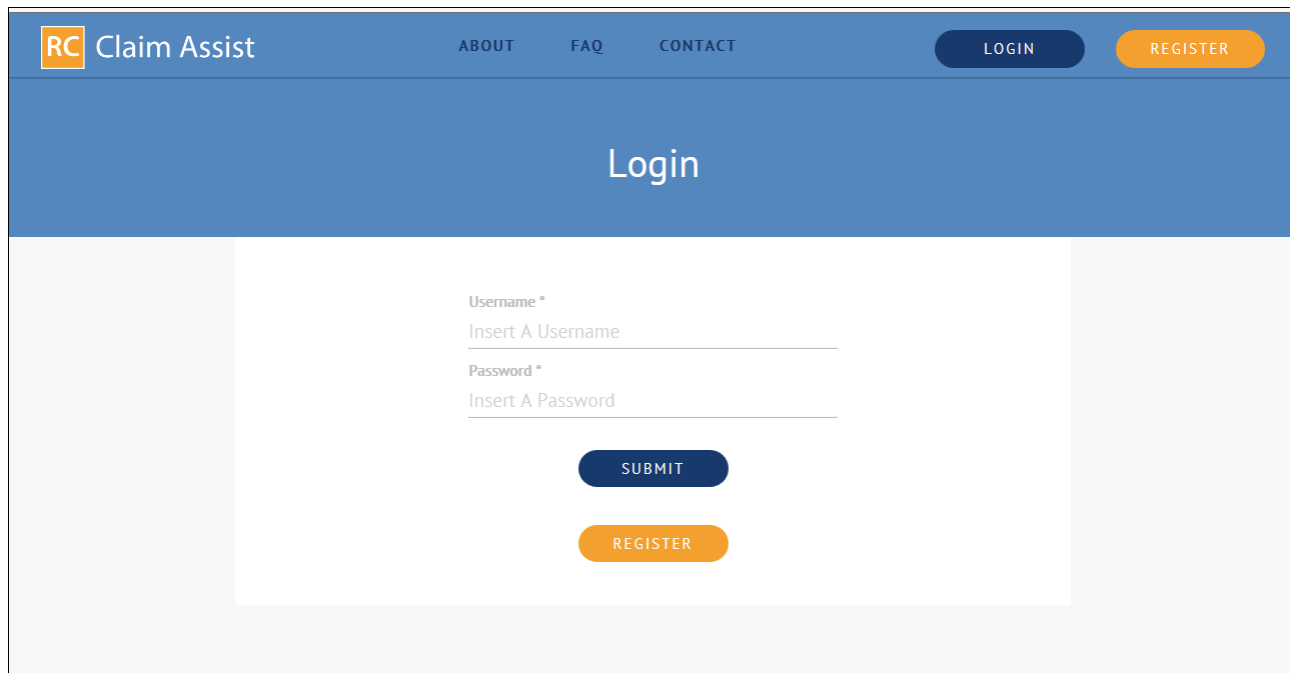
Note: some information will auto-populate based on the provider's NPI as recognized from the Blue Cross and BCN provider files.



The screenshot shows the registration page for RC Claim Assist. The page has a blue header with the text "RC Claim Assist" on the left and navigation links "ABOUT", "FAQ", "CONTACT", "LOGIN", and "REGISTER" on the right. Below the header is a large blue section with the word "Register" in white. The main content area is white and contains a registration form with the following fields: "Title", "First Name*", "Last Name*", "Username*", "Password*", "Confirm Password*", and "Email*".

Logging into RC Claim Assist

Upon completion of your registration or for returning users, simply click the *LOGIN* button, enter your user name and password, and click *Submit*.



The screenshot shows the RC Claim Assist login interface. At the top left is the 'RC Claim Assist' logo. To its right are navigation links for 'ABOUT', 'FAQ', and 'CONTACT'. Further right are two buttons: 'LOGIN' (dark blue) and 'REGISTER' (orange). Below this is a large blue header with the word 'Login' in white. The main content area is white and contains two input fields: 'Username *' with the placeholder 'Insert A Username' and 'Password *' with the placeholder 'Insert A Password'. Below these fields are two buttons: 'SUBMIT' (dark blue) and 'REGISTER' (orange).

If you have questions or concerns about:

- How to submit National Drug Codes on claims: Refer to *The Record*, February 2015 article
- The data on RC Claim Assist: Send an email to info@rjhealthsystems.com
- Billing or claims: Contact Provider Inquiry.
- A claim that is contractual or complex in nature: Contact your provider consultant